Listing of Claims:

1. (Currently amended) In a computing device, a method for receiving recovery software from a network, comprising:

receiving an identifier from an input device;

transmitting said identifier to a network location, said identifier being an attribute of a particular computing device; and

receiving recovery software from said network location based on said identifier, said recovery software including a software package installed during manufacturing of said computing device.

2. (Claim 2 is canceled)

3. (Previously presented) The method of claim 1 wherein said input device is a keyboard.

4. (Claim 4 is canceled)

5. (Original) The method of claim 1 wherein said identifier is a serial number of said computing device.

6. (Original) The method claim 1 wherein said network location is a web site available by way of an interface to the World Wide Web.

7. (Previously presented) The method of claim 1 wherein said software package includes customized software which is not part of a standard software package installed on a model of computing device.

8. (Original) The method of claim 1 further comprising receiving software which includes an updated version of said software package installed during manufacturing of said computing device.

9. (Previously presented) In a network server, a method for conveying a software package to a computing device, comprising:

receiving, by way of a network interface, an identifier which originated from said computing device, said identifier being a serial number of said computing device; and

determining, based on said identifier, a software package previously installed on said computing device during manufacturing of said computing device.

10. (Original) The network server of claim 9 wherein said network interface is an interface to the World Wide Web.

11. (Claim 11 is canceled)

12. (Previously presented) The network server of claim 9 wherein said software package includes customized software which is not part of a standard software package installed on a model of computing device.

13. (Original) The network server claim 9 further comprising assembling said software package previously installed on said computing device during said manufacturing .

14. (Original) The network server of claim 13 further comprising transmitting said software package previously installed on said computing device to said computing device by way of said network interface.

15. (Previously presented) The network server of claim 9 further comprising determining if an updated version of said software package previously installed on said computing device is available.

16. (Previously presented) The network server of claim 15 further comprising transmitting said updated version of said software package to said computing device.

17. (Claim 17 is canceled)

18. (Currently amended) A program storage device readable by a computing device, tangibly embodying a program of instructions executable by said computing device to perform method steps for directing said computing device to access a network location for the purpose of receiving a software package previously installed on said computing device during manufacturing of said computing device, said method comprising:

receiving an identifier from a user of said computing device by of an input device;

said computing device executing a computer program used for accessing information at said network location;

by way of said computer program, said computing device transmitting said identifier to said network location, ~~said identifier being descriptive of said software package~~; and

said computing device receiving said software package from said network location, said software package being previously installed on said computing device during manufacturing of said computing device, said software package being identified by said identifier.

19. (Previously presented) A computing device adapted to receive recovery software from a network, comprising:

an input device for receiving an identifier from a user of said computing device;

a transmitter for transmitting said identifier to a network location, said identifier being used to identify the software package installed during manufacturing of a single computing device; and

a receiver for receiving recovery software from said network location, said recovery software including a software package installed during manufacturing of said single computing device.

20. (Canceled)

4

21. (Previously presented) The computing device of claim 19 wherein said input device is a keyboard.

22. (Previously presented) The computing device of claim 19 further comprising a disk drive for storing said identifier.

23. (Original) The computing device of claim 19 wherein said identifier is a serial number of said computing device.

24. (Claim 24 is canceled)

25. (Currently amended) A method for conducting software recovery of a computing device by way of a network, the method being encoded into electrical signals which are directed through computer resources managed by a service provider, wherein said resources lie between said computing device and a server, said method comprising:

conveying an identifier toward a network location, said identifier being an attribute of a particular computing device and of a software package previously installed on said computing device during manufacturing of said computing device, wherein said identifier is received from a user of said computing device by way of an input device; and

conveying recovery software from a direction of said network location, said recovery software including the software package installed during manufacturing of said computing device.

26. (Original) The method of claim 25 wherein said network is the Internet and wherein said network location is available on the World Wide Web.

27. (Previously Presented) The method of claim 25 wherein said software package includes customized software which is not part of a standard software package installed on a model of computing device.

28. (Original) The method of claim 25 further comprising receiving software which includes an updated version of said software package installed during manufacturing of said computing device.

29. (Previously presented) A method of conducting software recovery of a computing device, the method comprising:

said computing device transmitting an identifier to a network location, said identifier being an attribute of a particular computing device, said identifier being received from a user operating an input device of said computing device;

receiving, by way of a server positioned at said network location, an identifier which originated at said computing device;

said server determining, based on said identifier, a software package previously installed on said computing device during manufacturing of said computing device; and

said computing device receiving recovery software from said network location, said recovery software including said software package installed during manufacturing of said computing device.